ORGANIZATIONAL ISSUANCE

CD01

Customer and Employee Relations Directorate Document Control Process

APPROVING
AUTHORITY

NAME	TITLE	ORG	DATE
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**CHECK THE MASTER LIST-
VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**

DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		9/30/1999	Establish Directorate Baseline Document
Revision	A	1/27/2000	Rename some of the OIs to OWIs Rephrase 5.1.9 for clarification Add Sign off sheets for quality record
Revision	B	7/19/2000	Revised section 9 to include record retention schedule
Revision	C	8/14/2001	Revised section 4.2 The list of baseline OWI to The list of Organizational OWI. 4.5, Office of Primary Responsibility (OPR) to Office of Primary Responsibility (OPR) Designee 4.6 Process Owner…replace one single process to one process.
Revision	D	6/2/2003	Removed applicable documents list, and added Reference document list.

1.   PURPOSE

This Organizational Work Instruction (OWI) provides the procedures for Customer and Employee Relations (CaER) Directorate Document Control Process.

2.   APPLICABILITY

This work instruction applies to all CaER Directorate Organizational Work Instructions under ISO9000.

3.   APPLICABLE DOCUMENTS
None
3.1 Reference Documents

MPD 1280.1   Marshall Management Manual

MPG 1410.2 Marshall Management Directives System

MPG 1440.2 MSFC Records Management Program

MPG 1410.1 Document and Data Control for
Organizational Issuances

4.   DEFINITIONS

4.1 <u>Document Control Custodian (DCC)</u> The primary and alternate individual(s) responsible for processing and maintaining OWI's and Master lists. The DCC shall maintain the original signed hard copy of OWI's generated within the DCC's organizational element as a quality record. The DCC is responsible for assigning unique document numbers for new OWI's. OWI's will be numbered as follows: OOOO-XXX-YYY; OOOO indicates organization code, XXX indicates the type of organizational issuance (e.g., OWI), and YYY indicates the sequential number beginning with 001.   The Organizational manager will appoint a DCC and Alternate for the organization.

4.2 <u>Master List (s)</u> The list of Organizational Work Instructions, applicable documents and other organizational issuances. The master list contains information regarding document number, title, effective date, location, and Office of Primary Responsibility (OPR).

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4.3 <u>Organizational Work Instruction (OWI)</u> A document which defines the organizational process and Procedure. It is recommended to use the MSFC Organizational Issuances template.

4.4 <u>Organizational Issuances (OI)</u> Types of OI's include organizational work instructions, technical documents, forms, or special reports, and records.

4.5 <u>Office of Primary Responsibility(OPR)Designee</u> The author or other person responsible for maintaining the accuracy and currency of the OWIs from draft release through all follow-on actions.

4.6 <u>Process Owner (PO)</u> The individual who is responsible for a specific process within an OWI. The PO is responsible for maintaining the accuracy and currency of the data for the process. If the OWI contains only one process, then the OPR and the PO will be the same individual. If the OWI contains multiple processes, then the OPR will consolidate and integrate all the data, provided from the individual PO's.

4.7 <u>Organizational Element.</u> For the purpose of this instruction, the term organizational element refers to CD01, CD02, CD03, CD10, CD20, CD30, CD40, CD50, CD60 and CD70.

4.8 <u>Quality Records.</u> A "record", of any kind, that furnishes objective evidence of activities performed or results achieved. That is, its nature is to capture something that has already happened.

4.9 <u>Quality Records custodian.</u> The individual who is responsible for maintaining the quality records (This person can be document control custodian, process owner, or others)

5. INSTRUCTIONS

5.1 <u>Organizational Work Instruction Process Flow</u>

5.1.1 Identify the new or revised organizational OWI

5.1.2 The organizational element manger will designate an OPR Designee for each OWI and a PO for each process. If the OWI only contains a single process, then the OPR and PO will be the same individual.

5.1.3 If the OWI contains multiple processes,the OPR Designee will collect the processes from the PO's (Process Owners) and integrate and prepare the OWI for the multiple processes.

5.1.4 The OPR will acquire a unique document number from the organizational element DCC (Document Control Custodian) or alternate DCC.

5.1.5 The DCC or alternate DCC will update the list of unique document numbers issued.

5.1.6 The OPR will prepare the OWI (Organizational Work Instruction) in electronic format compatible with MSFC automated information system platforms and networks. If the OWI contains multiple processes, then the OPR will collect and integrate the procedures for multiple processes from the individual PO's.

All new or revised OWIs are required to use the MSFC recommended template.

The cover page contains the following information:

1. a unique document number,
2. the revision level,
3. the document title/subject,
4. the effective date,
5. the OPR organizational code, and
6. The approving authority.

Each Organizational Work Instruction will include a document history log. The controlled document revision indictor will consist of the same document number as the one it supersedes plus the word "REVISION" and the

uppercase revision letter beginning with the letter "A." The original document is to be identified as "Baseline". For each succeeding revision, a revision letter will be assigned in alphabetical sequence except as noted. After Y, follow with AA, AB, AC, etc. Letters I, O, Q, S, X, and Z will not be used as single or double letter entries.

The use of "draft" indicators during the review cycle is at the discretion of the OPR. New issues or revisions that are likely to require significant changes to the document and subsequent repetition of the review cycle should be issued as sequentially numbered drafts. "Draft" indicators should not be used for revisions that are relatively simple in nature that are likely to be approved in the first review cycle. "Draft" indicators should be used in conjunction with revision indicators when used (e.g., Revision A-Draft 1)

5.1.7 The approving authority may review and approve the document or request review and concurrence by others. Comments, which are generated as a result of this review, will be submitted to the OPR for resolution.

5.1.8 Signature and effective date on the document cover will indicate final approval (Sign off sheet). The CaER Directorate Director or the Deputy Director will approve all CD01 OWI's. The CaER Directorate Department/Office managers will approve all OWI's within their organizations.

5.1.9 The OPR of the OWI will forward the final electronic copy and the sign off sheet to the organizational element's DCC. The DCC will add the sign off sheet information to the electronic version and forward the electronic version to CaER directorate web custodian. The web custodian shall provide the document number, revision, title, effective date, OPR organization, OPR name, and document location for posting.

Document Number	Title	Rev	Effective Date	OPR name	Phone number	E_mail Address

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The OPR shall ensure that the correct version of the OWI has been properly posted on the web. The OPR shall also ensure that canceled OWI's are removed from the web.

5.1.10 The CaER directorate web custodian will ensure the Master list of all CaER Directorate OWI's are on the designated web server. The Master List for all CaER directorate organizational elements shall be linked to the MSFC Integrated Document Library.

5.2 Cancellation of an existing OWI within the CaER Directorate To cancel an OWI, the OPR will revise the document history log to show the status of the OWI as "Canceled" and the description block will describe the reason for the cancellation. The Department/Office managers will approve the cancellation of the document. The OPR will modify the cover sheet to show the word "Cancellation". The cover sheet and the document history log will be forwarded to the DCC. The DCC will notify the CaER Directorate web custodian for the cancellation and update of the web site.

5.3 Deviations and Waivers If a deviation or waiver must be initiated for an OWI, the approving authority for the document will also approve the deviation or waiver. The deviation or waiver will be in the form of a memo from the approving authority to the individual requesting the deviation or waiver. The DCC will retain a copy of the deviation or waiver as a quality record.

6. NOTES

All CaER directorate OWI's will be subject to review at least twice a year to ensure processes remains current and relevant. The review will be conducted by a review team appointed by the Department/Office manager, or as deemed appropriate by the Department/Office manager.

7. SAFETY PRECAUTIONS AND WARNING NOTES

None

8. APPENDICES, DATA, REPORTS, AND FORMS

None

9. RECORDS

Record type:
The quality records pursuant to this OWI are the evidence of those OWI authorization, Cancellation, or revision activities (such as evaluation, history log), and the document itself.

Responsible party:
The Document OPR

Record location:
OPR's office

Retention Schedule:
Based on the NPG 1441.1, NASA records retention schedules guidelines, the quality records are under internal management files, AFS#1240 and the minimum retention is two years.

10. TOOLS, EQUIPMENT, AND MATERIALS

None

11. PERSONNEL TRAINING AND CERTIFICATION

None

12. Flow Diagram

OWI Process Flow
See next page

CaER Directorate Document Control Process Flow